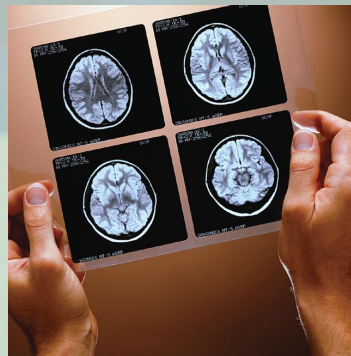
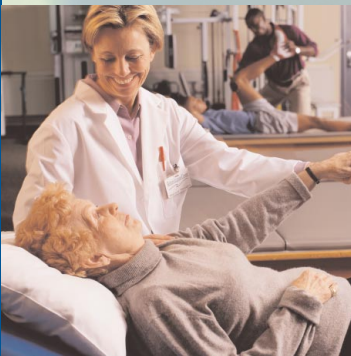


RHODE ISLAND MEDICARE & MEDICAID HEALTH PLANS' FACTBOOK --- 2002



Health Quality Performance Measurement

“RI MEDICARE & MEDICAID HEALTH PLANS’ FACTBOOK (2002)”

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I: Introduction

Increasingly, the public, purchasers, providers, and policy makers are seeking meaningful information about Health Plans. This Report provides the most comprehensive public source of data on the four largest Medicare and Medicaid Health Plans certified to operate in Rhode Island.¹ Consumers and purchasers may use this information to make better choices among competing Plans or to better understand their chosen Plan. The Plans may use these comparative statistics to identify and focus performance efforts. Policy makers may also use these data to inform their decision-making.

The Health Care Accessibility and Quality Assurance Act (RIGL 23-17.13), passed by the General Assembly in 1996, instituted Health Plan performance reporting in Rhode Island. Since then, RI has become a national leader in this field.² 2002 was the fifth year for which data were collected and the *RI Medicare & Medicaid Health Plans' Factbook (2002)* details those findings and presents comparative performance information, both over time and to national benchmarks. A companion publication, the *RI Commercial Health Plans' Performance Report (2002)*, is available for the state's commercial Health Plans (www.health.ri.gov).

The Report is divided into Sections containing similar dimensions of performance. Section II examines enrollment and market share. Section III provides financial data, including premiums, expenses and profitability. Section IV compares utilization statistics. Section V looks at prevention measures and Section VI gives screening statistics. Section VII shows treatment measures and Section VIII provides access information. Lastly, Section IX details the results of member satisfaction surveys and Section X assesses utilization review statistics. Whenever possible, National benchmarks are used to further evaluate the State's performance.

Different users will use this Report in different ways. However, the following guidelines should help improve its utility for everyone.

- **No one measure in and of itself can truly reflect Health Plan performance.** Therefore, the statistics should be viewed in combination and not in isolation.
- **Readers should focus on large differences between Health Plans** that are less likely to be caused by random chance.
- **Readers should recognize there may be reasons why results vary other than differences in quality or administration.** Every Plan enrolls a distinct set of members with unique demographic factors that could affect performance (e.g., age, health status, race/ethnicity, socioeconomic status). In addition, differences in covered benefits may also influence outcomes.
- **Finally, the Health Plans certified that the information they provided is complete and correct.** Not all of the enrollment and financial data have been independently audited so they are presented "as-filed".

For further information please contact the Office of Performance Measurement.³ To inspect the actual 2002 Health Plan data filings, please contact the Office of Managed Care Regulation.⁴ For more information on choosing a particular Medicare or Medicaid Health Plan, please see the following web sites: www.medicare.gov, and <http://hprc.ncqa.org/>.

II: Enrollment

This Section compares Health Plan membership information, including market share, and gender and age demographics of the RI commercially insured population.

A. RI Enrollment is the computed RI resident enrollment in a Health Plan for the full year⁵ (Table 1).

1. RI Enrollment						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	15,450	29,913	35,517	40,619	42,177	29%
UnitedHealthcare -NE	22,691	22,267	22,031	17,220	15,866	-9%
Rhode Island¹	38,141	52,180	57,549	57,839	58,043	11%
Medicaid:						
Neighborhood Health Plan -RI	26,281	28,822	54,889	67,341	65,708	26%
UnitedHealthcare -NE	36,529	45,098	43,423	39,647	41,229	3%
Rhode Island¹	62,810	73,920	98,312	106,988	106,937	14%

B. RI Market Share calculates each Plan's percentage of the total RI enrollment (Table 2).

2. RI Market Shares						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	41%	57%	62%	70%	73%	16%
UnitedHealthcare -NE	59%	43%	38%	30%	27%	-18%
Rhode Island¹	100%	100%	100%	100%	100%	0%
Medicaid:						
Neighborhood Health Plan -RI	42%	39%	56%	63%	61%	10%
UnitedHealthcare -NE	58%	61%	44%	37%	39%	-10%
Rhode Island¹	100%	100%	100%	100%	100%	0%

C. RI Gender Demographics is the gender breakdown of each Plan's RI membership (Table 3).

3. Gender Demographics (of RI members)					
	1998	1999	2000	2001	2002
Medicare:					
BlueCHiP	Male	40.7%	40.7%	40.3%	40.0%
	Female	59.3%	59.3%	59.7%	60.0%
UnitedHealthcare -NE	Male	42.5%	41.8%	41.7%	41.4%
	Female	57.5%	58.2%	58.3%	58.6%
Medicaid:					
Neighborhood H. P.	Male	38.7%	39.8%	40.6%	40.4%
	Female	61.3%	60.2%	59.4%	59.6%
UnitedHealthcare -NE	Male	37.7%	38.6%	39.1%	39.3%
	Female	62.3%	61.4%	60.9%	60.7%

D. RI Age Demographics is the age breakdown of each Plan's RI membership (Table 4).

4. Age Demographics (of RI members)					
	1998	1999	2000	2001	2002
Medicare:					
BlueCHiP	<20 years	0.0%	0.0%	0.0%	0.0%
	20-44 years	0.9%	0.8%	0.7%	0.7%
	45-64 years	5.5%	5.5%	5.2%	5.6%
	65+ years	93.6%	93.7%	94.1%	93.8%
UnitedHealthcare -NE	<20 years	0.0%	0.0%	0.0%	0.0%
	20-44 years	0.9%	0.8%	0.9%	0.9%
	45-64 years	5.5%	5.3%	5.6%	6.0%
	65+ years	93.6%	93.8%	93.6%	93.1%
Medicaid:					
Neighborhood H. P.	<20 years	68.5%	66.5%	66.7%	65.9%
	20-44 years	28.6%	30.1%	29.7%	30.2%
	45-64 years	2.9%	3.3%	3.6%	3.8%
	65+ years	0.0%	0.1%	0.1%	0.1%
UnitedHealthcare -NE	<20 years	66.5%	65.6%	65.7%	65.3%
	20-44 years	30.8%	31.1%	30.7%	30.8%
	45-64 years	2.7%	3.3%	3.6%	3.9%
	65+ years	0.0%	0.1%	0.1%	0.1%

III: Finances

This Section presents information on Health Plan financial operations. Included are the average costs of the Plans (i.e., premium revenue), how much they spent on administration and healthcare services, and how profitable they were.

A. Premium Revenue is the average monthly amount a Health Plan receives in payment for each member, or the average cost to purchasers for covering one member for one month (Table 5).

5. Premium Revenue (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$419.68	\$451.36	\$501.33	\$545.92	\$587.89	9%
UnitedHealthcare -NE	\$431.84	\$430.77	\$464.00	\$508.15	\$557.63	7%
Benchmarks	Rhode Island ²	\$426.91	\$442.57	\$487.04	\$534.67	8%
	United States ³	\$445.12	\$479.80	\$504.70	\$545.06	9%
Medicaid:						
Neighborhood Health Plan -RI	\$121.67	\$121.19	\$128.33	\$146.78	\$156.63	7%
UnitedHealthcare -NE	\$125.87	\$122.98	\$114.38	\$130.90	\$146.31	4%
Benchmarks	Rhode Island ²	\$124.11	\$122.28	\$122.17	\$140.89	5%
	United States ³	\$120.66	\$133.12	\$137.36	\$141.44	1%

B. Medical Expense Ratios are the percentage of each premium dollar a Health Plan spends on healthcare services for its members (Table 6).

6. Medical Expense Ratios (% of premiums spent on healthcare)					
	1998	1999	2000	2001	2002
Medicare:					
BlueCHiP	105.9%	102.0%	91.9%	88.5%	90.6%
UnitedHealthcare -NE	96.7%	95.1%	88.6%	75.8%	76.5%
Benchmarks	Rhode Island ²	100.4%	99.1%	90.6%	84.7%
	United States ³				62.0%
Medicaid:					
Neighborhood Health Plan -RI	85.4%	85.3%	89.1%	85.8%	88.8%
UnitedHealthcare -NE	88.6%	86.2%	90.2%	85.2%	89.0%
Benchmarks	Rhode Island ²	87.3%	85.8%	89.6%	85.6%
	United States ³				71.8%

C. Administrative Overhead is the percentage of each premium dollar spent on operating the Health Plan, including managing its investments and marketing its products (Table 7).

7. Administrative Overhead (% of premiums spent on administration)					
	1998	1999	2000	2001	2002
Medicare:					
BlueCHiP	13.8%	8.7%	7.5%	6.2%	6.8%
UnitedHealthcare -NE	7.0%	11.2%	10.4%	12.0%	10.1%
Benchmarks					
Rhode Island ²	9.7%	9.8%	8.6%	7.9%	7.7%
United States ³					6.7%
Medicaid:					
Neighborhood Health Plan -RI	13.5%	14.7%	10.3%	9.2%	8.9%
UnitedHealthcare -NE	10.6%	11.7%	11.3%	19.4%	13.3%
Benchmarks					
Rhode Island ²	11.8%	12.8%	10.8%	13.0%	10.6%
United States ³					8.7%

D. Profit Margins are the net income (after all expenses and applicable taxes have been paid), expressed as a percentage of total revenue, including premiums and investment income (Table 8).

8. Profit Margins					
	1998	1999	2000	2001	2002
Medicare:					
BlueCHiP		-7.6%	2.7%	5.4%	3.2%
UnitedHealthcare -NE		-1.8%	1.0%	9.5%	13.4%
Benchmarks					
Rhode Island ²		-5.1%	2.1%	6.6%	6.0%
Medicaid:					
Neighborhood Health Plan -RI		0.7%	1.3%	6.2%	3.7%
UnitedHealthcare -NE		0.8%	-0.6%	-2.2%	-2.3%
Benchmarks					
Rhode Island ²		0.8%	0.5%	3.1%	1.4%

E. Hospital Inpatient Expenses are the (per member per month) Health Plan expenses for all inpatient hospital services, with the exception of substance abuse and mental health services provided by the specialty behavioral health hospitals (Table 9).

9. Hospital Inpatient Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$167.59	\$158.68	\$182.80	\$181.63	\$211.52	6%
UnitedHealthcare -NE	\$174.93	\$182.25	\$174.64	\$169.32	\$184.92	1%
Benchmarks						
Rhode Island ²	\$171.96	\$168.74	\$179.68	\$177.97	\$204.25	4%
Medicaid:						
Neighborhood Health Plan -RI	\$42.97	\$43.07	\$48.75	\$52.84	\$38.79	-3%
UnitedHealthcare -NE	\$38.61	\$31.97	\$25.08	\$27.84	\$28.95	-7%
Benchmarks						
Rhode Island ²	\$40.43	\$36.30	\$38.30	\$43.58	\$35.00	-4%

F. Physician Expenses are the (per member per month) Health Plan expenses for all services provided by physicians (Table 10).

10. Physician Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$151.38	\$162.35	\$159.65	\$154.96	\$178.32	4%
UnitedHealthcare -NE	\$114.89	\$98.92	\$116.65	\$116.84	\$126.58	2%
Rhode Island ²	\$129.67	\$135.28	\$143.19	\$143.61	\$164.18	6%
Medicaid:						
Neighborhood Health Plan -RI	\$14.88	\$15.08	\$16.98	\$16.28	\$17.42	4%
UnitedHealthcare -NE	\$24.91	\$23.75	\$24.54	\$24.33	\$27.54	3%
Rhode Island ²	\$20.71	\$20.37	\$20.32	\$19.26	\$21.32	1%

G. Pharmaceutical Expenses are the (per member per month) Health Plan expenses for prescription drugs and other proprietary medications (Table 11).

11. Pharmaceutical Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$41.53	\$35.87	\$33.48	\$32.82	\$27.38	-10%
UnitedHealthcare -NE	\$18.08	\$15.83	\$10.61	\$9.54	\$14.98	-5%
Rhode Island ²	\$27.58	\$27.32	\$24.73	\$25.89	\$23.99	-3%
Medicaid:						
Neighborhood Health Plan -RI	\$11.95	\$13.65	\$16.41	\$18.65	\$21.19	15%
UnitedHealthcare -NE	\$10.83	\$12.84	\$17.49	\$21.77	\$28.96	28%
Rhode Island ²	\$11.30	\$13.16	\$16.89	\$19.81	\$24.19	21%

H. Substance Abuse Expenses are the (per member per month) Health Plan expenses for inpatient and outpatient substance abuse services, supplies, and medications for treatment of chemical dependency (Table 12).

12. Substance Abuse Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$0.39	\$0.22	\$0.34	\$0.15	\$0.18	-18%
UnitedHealthcare -NE	\$0.62	\$1.58	\$0.15	\$0.27	\$0.36	-13%
Rhode Island ²	\$0.53	\$0.80	\$0.27	\$0.19	\$0.23	-19%
Medicaid:						
Neighborhood Health Plan -RI	n/r	n/r	\$2.02	\$2.06	\$2.63	14%
UnitedHealthcare -NE	\$1.05	\$1.87	\$2.10	\$1.99	\$2.61	26%
Rhode Island ²	\$1.05	\$1.87	\$2.05	\$2.03	\$2.62	26%

I. Mental Health Expenses are the (per member per month) Health Plan expenses for inpatient and outpatient mental health services, supplies, and medications for treatment of mental health problems (Table 13).

13. Mental Health Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP	\$3.21	\$6.38	\$6.41	\$7.21	\$6.44	19%
UnitedHealthcare -NE	\$3.82	\$4.25	\$4.54	\$4.40	\$5.81	11%
Rhode Island ²	\$3.57	\$5.47	\$5.69	\$6.37	\$6.27	15%
Medicaid:						
Neighborhood Health Plan -RI	n/r	\$7.46	\$6.39	\$7.41	\$9.83	10%
UnitedHealthcare -NE	\$6.48	\$5.90	\$5.67	\$6.51	\$8.73	8%
Rhode Island ²	\$6.48	\$6.51	\$6.07	\$7.07	\$9.41	10%

J. Health Education Expenses are the (per member per month) expenses for services for health education, exclusive of individual patient/provider consults (e.g., health fairs, preventive services, lifestyle modifications, subsidies for health clubs, etc. -Table 14).

14. Health Education Expenses (per member per month)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	\$0.14	n/r	\$0.27	\$0.21	\$0.35	26%
UnitedHealthcare -NE	\$0.50	\$0.62	\$1.10	\$1.07	\$0.07	-39%
Rhode Island ²	\$0.35	\$0.62	\$0.59	\$0.47	\$0.27	-6%
Medicaid:						
Neighborhood Health Plan -RI	n/r	n/r	\$0.03	\$0.02	\$0.07	65%
UnitedHealthcare -NE	\$0.41	\$0.45	\$0.63	\$0.52	\$0.49	5%
Rhode Island ²	\$0.41	\$0.45	\$0.29	\$0.21	\$0.23	-13%

IV: Utilization

This Section gives HEDIS⁶ data on the services a Health Plan provides to its members.

A. Hospital Discharges are the average number of acute-care hospital discharges (excluding substance abuse, mental health and newborn discharges) used by every 1,000 members in a Plan (Table 15).

15. Hospital Discharges (per 1,000 members)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	214	253	269	285	295	8%
UnitedHealthcare -NE	257	254	257	243	264	1%
Rhode Island ²	240	253	265	272	286	5%
Medicaid:						
Neighborhood Health Plan -RI	78	93	98	94	86	3%
UnitedHealthcare -NE	97	86	68	63	71	-8%
Rhode Island ²	89	88	85	82	80	-3%
Benchmarks United States ⁴				104	104	0%

B. Hospital Days are the average number of acute-care hospital days used by every 1,000 members in a Plan (Table 16). Excluded are substance abuse, mental health and newborn days.

16. Hospital Days (per 1,000 members)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	1,275	1,347	1,516	1,691	1,681	7%
UnitedHealthcare -NE	1,582	1,456	1,390	1,508	1,549	-1%
Rhode Island ²	1,457	1,394	1,468	1,636	1,645	3%
Medicaid:						
Neighborhood Health Plan -RI	255	292	305	319	296	4%
UnitedHealthcare -NE	335	267	204	219	236	-8%
Rhode Island ²	301	276	260	282	273	-2%
Benchmarks United States ⁴				372	365	-2%

C. Average Length of Stay is the average number of inpatient days for each acute-care hospital admission (Table 17).

17. Average Length of Stay						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	5.9	5.4	5.6	5.9	5.7	-1%
UnitedHealthcare -NE	6.2	5.7	5.4	6.2	5.9	-1%
Rhode Island²	6.1	5.5	5.5	6.0	5.8	-1%
Medicaid:						
Neighborhood Health Plan -RI	3.3	3.1	3.1	3.4	3.5	1%
UnitedHealthcare -NE	3.4	3.1	3.0	3.5	3.3	-1%
Benchmarks	Rhode Island²	3.4	3.1	3.1	3.4	0%
	United States⁴			3.6	3.5	-3%

D. ED Visits are the average number of visits to the Hospital Emergency Department (that did not result in the patient being admitted) for every 1,000 members in a Plan (Table 18).

18. ED Visits (per 1,000 members)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	248	239	263	257	263	2%
UnitedHealthcare -NE	209	213	229	178	266	6%
Rhode Island²	225	228	250	233	264	4%
Medicaid:						
Neighborhood Health Plan -RI	423	470	384	413	602	9%
UnitedHealthcare -NE	579	526	544	306	529	-2%
Benchmarks	Rhode Island²	514	505	373	574	3%
	United States⁴			519	593	14%

V. Prevention

This Section contains HEDIS measures that look at how effectively a Plan delivers preventive services to keep its members healthy.

A. Childhood Immunization is the percentage of children in the Plan who received the appropriate immunizations⁷ by age 2 (Table 19).

19. Childhood Immunization (% of 2 yr. olds receiving combo. 1 vaccinations)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI	67.2%	75.2%	72.1%	67.2%	69.7%	1%
UnitedHealthcare -NE	64.0%	57.4%	74.2%	74.2%	61.1%	-1%
Benchmarks	Rhode Island²	65.3%	64.3%	73.0%	66.4%	0%
	United States⁴			56.4%	57.7%	2%

B. Adolescent Immunization is the percentage of adolescents (turning 13) who received the appropriate immunizations⁸ (Table 20).

20. Adolescent Immunization (% of 13 yr. olds receiving combo. 1 vaccinations)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI		44.5%	56.5%	63.5%	71.5%	17%
UnitedHealthcare -NE		38.4%	55.2%	55.2%	59.4%	16%
Benchmarks	Rhode Island²	40.8%	55.9%	60.4%	66.8%	18%
	United States⁴			28.5%	42.8%	50%

C. Advising Smokers to Quit is the percentage of members (age 18 or older) who are smokers or recent quitters who received advice to quit from a practitioner during the past year (Table 21).

21. Advising Smokers to Quit (% smokers 18+, advised to quit)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	58.7%		69.9%	67.7%	65.1%	3%
UnitedHealthcare -NE	72.0%		56.0%	n/a	71.4%	0%
Benchmarks Rhode Island ²	66.6%		64.5%	67.0%	66.8%	0%
Medicaid:						
Neighborhood Health Plan -RI	59.8%		68.5%	68.5%	67.0%	3%
UnitedHealthcare -NE	70.0%		67.7%	n/a	64.3%	-2%
Benchmarks Rhode Island ²	65.7%		68.2%	68.5%	66.0%	0%
United States ⁴				64.2%	63.8%	-1%

VI. Screening

This Section contains HEDIS measures that examine how effectively a Plan screens its members for possible medical problems.

A. Breast Cancer Screening is the percentage of women (age 52-69) who had a mammogram within the past two years (Table 22).

22. Breast Cancer Screening (% women 52-69, having mammogram w/in 2 yrs.)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	n/a		81.2%	78.7%	79.2%	-1%
UnitedHealthcare -NE	83.0%		75.8%	77.2%	77.4%	-2%
Benchmarks Rhode Island ²	83.0%		79.1%	78.2%	78.7%	-1%
United States ⁶					76.0%	---
Medicaid:						
Neighborhood Health Plan -RI	56.1%		58.1%	58.1%	65.1%	4%
UnitedHealthcare -NE	59.0%		63.9%	58.2%	62.4%	1%
Benchmarks Rhode Island ²	57.8%		60.7%	58.1%	64.1%	3%
United States ⁴				54.9%	56.0%	2%

B. Cervical Cancer Screening is the percentage of women (age 21-64) who had one or more Pap tests within the past three years (Table 23).

23. Cervical Cancer Screening (% of women 21-64, having a PAP smear)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			75.0%	82.8%	81.7%	4%
UnitedHealthcare -NE			78.5%	73.6%	83.0%	3%
Benchmarks Rhode Island ²			76.5%	79.4%	82.2%	4%
United States ⁴				59.9%	62.2%	4%

C. Chlamydia Screening is the percentage of sexually active women (age 16-26) who had at least one chlamydia test within the past year (Table 24).

24. Chlamydia Screening (% of women 16-26, having chlamydia test)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			51.2%	50.3%	39.2%	-12%
UnitedHealthcare -NE			50.3%	12.6%	47.5%	-3%
Benchmarks Rhode Island ²			50.8%	36.3%	42.4%	-9%
United States ⁴				38.2%	40.9%	7%

D. Diabetes Care –Eye Exam is the percentage of diabetic members (age 18-75) who received an eye exam for retinal disease within the past year (Table 25).

25. Diabetes Care -Eye Exam (diabetics age 18-75, having eye exam)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP		70.1%	70.1%	65.5%	72.5%	1%
UnitedHealthcare -NE		64.2%	75.4%	76.2%	70.1%	3%
Benchmarks						
Rhode Island ²		67.6%	72.1%	68.7%	71.8%	2%
United States ⁶					72.0%	---
Medicaid:						
Neighborhood Health Plan -RI		37.7%	44.9%	62.3%	65.2%	20%
UnitedHealthcare -NE		39.0%	48.2%	61.5%	47.0%	6%
Benchmarks						
Rhode Island ²		38.5%	46.3%	62.0%	58.2%	15%
United States ⁴				43.1%	46.8%	8%

E. Diabetes Care –HbA1c Tested is the percentage of diabetic members (age 18-75) who had a Hemoglobin A1c test within the past year (Table 26).

26. Diabetes Care -HbA1c Tested (diabetics age 18-75, receiving test)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP				88.8%	93.7%	6%
UnitedHealthcare -NE				87.6%	85.6%	-2%
Benchmarks						
Rhode Island ²				88.4%	91.5%	-9%
United States ⁶					87.0%	---
Medicaid:						
Neighborhood Health Plan -RI				80.3%	83.2%	4%
UnitedHealthcare -NE				72.7%	75.9%	4%
Benchmarks						
Rhode Island ²				77.5%	80.4%	4%
United States ⁴				68.5%	73.0%	7%

VII. Treatment

This Section contains HEDIS measures that look at the clinical quality of care provided within a Health Plan, how well it treats its members who are ill and whether that care is effectively managing the disease.

A. Controlling High Blood Pressure is the percentage of diagnosed hypertensive members (age 46-85) whose blood pressure was under control (Table 27).

27. Controlling High Blood Pressure (hypertensives 46-85, under control)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP		43.5%	57.4%	61.6%	60.3%	12%
UnitedHealthcare -NE		28.7%	51.6%	61.5%	53.3%	23%
Benchmarks						
Rhode Island ²		37.2%	55.2%	61.5%	58.4%	16%
Medicaid:						
Neighborhood Health Plan -RI		41.8%	57.8%	57.8%	60.2%	13%
UnitedHealthcare -NE		31.4%	43.1%	50.3%	46.9%	14%
Benchmarks						
Rhode Island ²		35.5%	51.3%	55.0%	55.1%	16%
United States ⁴				45.4%	52.3%	15%

B. Beta Blocker Treatment is the percentage of members (age 35 years and older) diagnosed and discharged with acute myocardial infarction who received an outpatient beta blocker prescription at discharge (Table 28).

28. Beta Blocker Treatment (% of MI discharges getting BB outpatient Rx)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP		95.0%	93.2%	89.4%	96.1%	0%
UnitedHealthcare -NE		98.0%	92.7%	86.4%	93.4%	-2%
Benchmarks						
Rhode Island ²		96.3%	93.0%	88.5%	95.4%	0%
United States ⁶					95.0%	---

C. Cholesterol Management is the percentage of members (age 18-75) discharged after an acute cardiac event and/or procedure with clinical screening and control of (LDL) cholesterol (Table 29).

29. Cholesterol Management (% age 18-75, screened & controlled after MI)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP		81.8%	83.3%	83.4%	80.5%	-1%
UnitedHealthcare -NE		69.0%	78.8%	80.1%	78.5%	4%
Benchmarks						
Rhode Island ²		76.3%	81.6%	82.4%	80.0%	2%

D. Diabetes Care –HbA1c ‘Controlled’ is the percentage of diabetic members (age 18-75) whose Hemoglobin A1c was under control (i.e., less than 9.5% -Table 30).

30. Diabetes Care -HbA1c 'Controlled' (diabetics age 18-75, w/HbA1c <9.5%)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP				50.4%	76.4%	52%
UnitedHealthcare -NE				78.1%	63.3%	-19%
Benchmarks						
Rhode Island ²				58.6%	72.8%	24%
Medicaid:						
Neighborhood Health Plan -RI				54.0%	60.8%	13%
UnitedHealthcare -NE				53.3%	43.1%	-19%
Benchmarks						
Rhode Island ²				53.8%	56.0%	4%
United States ⁴				45.1%	51.1%	13%

E. Antidepressant Medication Management is the percentage of clinically depressed members (age 18 or older) receiving antidepressant medication and at least three follow-up visits (Table 31).

31. Antidepressant Medication Mgmt. (% members 18+ receiving care)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP				16.1%	11.5%	-28%
UnitedHealthcare -NE				19.0%	16.7%	-12%
Benchmarks						
Rhode Island ²				16.9%	12.9%	-24%
Medicaid:						
Neighborhood Health Plan -RI				40.9%	53.1%	30%
UnitedHealthcare -NE				21.6%	24.7%	14%
Benchmarks						
Rhode Island ²				33.7%	42.2%	25%
United States ⁴				21.5%	18.4%	-14%

VIII. Access

HEDIS measures in this Section examine if members are obtaining needed services from the healthcare system. Access is one of the most difficult concepts to measure. It means more than healthcare services are simply available. Access means the right patients get the right care in the right amounts at the right time. Most of these measures are proxies for gauging access to particular services.

A. Follow-up for Mental Illness is the percentage of members (age 6 or older) who had a follow-up visit within 30 days of discharge (Table 32).

32. Follow-up for Mental Illness (% of members 6+, having visit w/in 30 days)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP			58.1%	54.1%	61.0%	3%
UnitedHealthcare -NE			57.1%	60.4%	60.3%	3%
Rhode Island²			57.7%	56.0%	60.8%	3%
Medicaid:						
Neighborhood Health Plan -RI			62.9%	62.9%	53.1%	-8%
UnitedHealthcare -NE			58.6%	53.7%	61.4%	2%
Benchmarks			61.0%	59.5%	56.3%	-4%
United States⁴				54.9%	56.7%	3%

B. Prenatal Care measures the percentage of women delivering a live birth who had a prenatal care visit in the first trimester (Table 33).

33. Prenatal Care (% of women w/prenatal visit in 1st trimester)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			73.5%	74.9%	85.9%	8%
UnitedHealthcare -NE			82.7%	70.3%	70.8%	-7%
Rhode Island²			77.6%	73.2%	80.1%	2%
Benchmarks				72.6%	70.4%	-3%
United States⁴						

C. Postpartum Care measures the percentage of women delivering a live birth who had a postpartum care visit between 21 and 56 days after delivery (Table 34).

34. Postpartum Care (% of women w/postpartum visit after delivery)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			57.2%	57.2%	61.0%	3%
UnitedHealthcare -NE			58.3%	53.9%	56.5%	-2%
Rhode Island²			57.7%	56.0%	59.3%	1%
Benchmarks				49.8%	52.1%	5%
United States⁴						

D. Well Child Visits measures the percentage of members age 3-6 who received a primary care visit during the year (Table 35).

35. Well Child Visits (% of 3-6 year olds receiving visit ⁶)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			76.8%	67.6%	75.0%	-1%
UnitedHealthcare -NE			71.0%	69.7%	73.7%	2%
Rhode Island²			74.3%	68.4%	74.5%	0%
Benchmarks				53.3%	58.2%	9%
United States⁴						

E. Adolescent Well-Care Visits measures the percentage of members age 12-21 who had a primary care visit in the past year (Table 36).

36. Adolescent Well-Care Visits (% 12-21 year olds receiving visit ⁶)						
	1998	1999	2000	2001	2002	CAGR
Medicaid:						
Neighborhood Health Plan -RI			53.4%	48.5%	55.7%	2%
UnitedHealthcare -NE			48.2%	48.6%	51.1%	3%
Rhode Island²			51.1%	48.5%	53.9%	3%
Benchmarks				30.7%	37.1%	21%
United States⁴						

F. Mental Health Access is the percentage of members accessing any mental health services (i.e., inpatient, day treatment or outpatient) during the year (Table 37).

37. Mental Health Access (% of members accessing 1 or more services ^o)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	4.6%	4.3%	4.8%	5.2%	5.5%	5%
UnitedHealthcare -NE	4.5%	4.1%	3.9%	4.2%	3.9%	-4%
Rhode Island²	4.5%	4.2%	4.5%	4.9%	5.1%	3%
Medicaid:						
Neighborhood Health Plan -RI	5.7%	5.3%	5.4%	7.3%	8.3%	10%
UnitedHealthcare -NE	8.6%	8.4%	8.4%	9.0%	9.0%	1%
Rhode Island²	7.4%	7.2%	6.7%	7.9%	8.6%	4%
Benchmarks						
United States⁴				6.3%	7.1%	12%

G. Substance Abuse Access is the percentage of members accessing any substance abuse services (i.e., inpatient, day treatment or outpatient) during the year (Table 38).

38. Substance Abuse Access (% of members accessing 1 or more services ^o)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP	0.7%	0.2%	0.3%	0.2%	0.2%	-27%
UnitedHealthcare -NE	0.2%	0.2%	0.2%	0.2%	0.2%	0%
Rhode Island²	0.4%	0.2%	0.3%	0.2%	0.2%	-16%
Medicaid:						
Neighborhood Health Plan -RI	1.6%	1.6%	0.9%	0.8%	1.9%	4%
UnitedHealthcare -NE	0.5%	1.1%	0.9%	0.9%	0.9%	16%
Rhode Island²	1.0%	1.3%	0.9%	0.8%	1.5%	12%
Benchmarks						
United States⁴				0.9%	0.9%	-1%

IX: Satisfaction

This Section provides CAHPS⁹ information on the percentage of members who were satisfied with their experience of care, and statewide satisfaction rates by racial status and by healthcare 'use'. *With the exceptions of F (Customer Service), and H (Getting Needed Care), Medicare scores cannot be compared with Medicaid scores because the rates are calculated differently.*

A. Ratings of Personal Doctor are the percentages of members indicating general satisfaction with their own doctors or nurse practitioners (Table 39).

39. Members' Satisfaction with Doctor (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare^o:						
BlueCHIP		68.0%	64.5%	58.0%	56.0%	-6%
UnitedHealthcare -NE		66.0%	63.0%	58.0%	59.0%	-4%
Rhode Island²		67.1%	63.9%	58.0%	56.8%	-5%
Medicaid:						
Neighborhood Health Plan -RI		80.0%	78.2%	77.6%	75.8%	-2%
UnitedHealthcare -NE		77.3%	82.0%	83.7%	80.4%	1%
Rhode Island²		78.4%	79.9%	79.9%	77.6%	0%
Benchmarks						
United States⁴				76.0%	76.2%	0%

B. Ratings of Specialist are the percentages of members indicating satisfaction with the specialists seen most frequently (Table 40).

40. Members' Satisfaction with Specialist (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare^o:						
BlueCHIP		68.0%	64.6%	61.0%	57.0%	-6%
UnitedHealthcare -NE		67.0%	61.0%	60.0%	54.0%	-7%
Benchmarks Rhode Island ²		67.6%	63.2%	60.7%	56.2%	-6%
Medicaid:						
Neighborhood Health Plan -RI		75.0%	75.7%	72.0%	72.4%	-1%
UnitedHealthcare -NE		80.8%	76.1%	81.0%	75.1%	-2%
Benchmarks Rhode Island ²		78.5%	75.8%	75.3%	73.4%	-2%
United States ⁴				76.7%	74.1%	-3%

C. Ratings of Healthcare are the percentages of members indicating overall satisfaction with all of the healthcare services received (Table 41).

41. Members' Satisfaction with Healthcare (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare^o:						
BlueCHIP		64.0%	60.2%	53.0%	52.0%	-7%
UnitedHealthcare -NE		64.0%	62.0%	57.0%	54.0%	-6%
Benchmarks Rhode Island ²		64.0%	60.9%	54.2%	52.5%	-6%
United States ⁶					44.0%	---
Medicaid:						
Neighborhood Health Plan -RI		69.0%	71.6%	73.9%	73.8%	2%
UnitedHealthcare -NE		74.1%	75.5%	76.2%	79.0%	2%
Benchmarks Rhode Island ²		72.1%	73.3%	74.8%	75.8%	2%
United States ⁴				70.0%	71.9%	3%

D. Ratings of Health Plan are the percentages of members indicating overall satisfaction with the Health Plan itself (Table 42).

42. Members' Satisfaction with Health Plan (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare^o:						
BlueCHIP		56.0%	42.0%	42.0%	40.0%	-11%
UnitedHealthcare -NE		59.0%	51.0%	44.0%	45.0%	-9%
Benchmarks Rhode Island ²		57.3%	45.4%	42.6%	41.4%	-10%
United States ⁶					38.0%	---
Medicaid:						
Neighborhood Health Plan -RI		78.0%	77.4%	71.5%	76.6%	-1%
UnitedHealthcare -NE		74.2%	79.6%	79.9%	78.3%	2%
Benchmarks Rhode Island ²		75.7%	78.4%	74.6%	77.3%	1%
United States ⁴				67.0%	69.7%	4%

E. Ratings of Office Staff are the percentages of members indicating satisfaction with the office staff at the doctor's office or clinic (Table 43).

43. Members' Satisfaction with Office Staff (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare^o:						
BlueCHIP		89.0%	84.3%	83.0%	81.0%	-3%
UnitedHealthcare -NE		87.0%	84.0%	84.0%	84.0%	-1%
Benchmarks Rhode Island ²		88.1%	84.2%	83.3%	81.8%	-2%
Medicaid:						
Neighborhood Health Plan -RI		87.0%	88.0%	88.0%	89.9%	1%
UnitedHealthcare -NE		89.5%	88.4%	91.9%	92.5%	1%
Benchmarks Rhode Island ²		88.5%	88.2%	89.4%	90.9%	1%
United States ⁴				87.0%	88.6%	2%

F. Ratings of Customer Service are the percentages of members indicating satisfaction with the Health Plan's customer service (Table 44).

44. Members' Satisfaction with Customer Service (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare :						
BlueCHIP		70.0%	71.0%	79.0%	76.0%	3%
UnitedHealthcare -NE		76.0%	75.0%	68.0%	78.0%	1%
Benchmarks Rhode Island ²		72.6%	72.5%	75.7%	76.5%	2%
Medicaid:						
Neighborhood Health Plan -RI		64.0%	77.2%	74.2%	75.0%	5%
UnitedHealthcare -NE		80.4%	77.1%	77.0%	72.6%	-3%
Benchmarks Rhode Island ²		74.0%	77.2%	75.2%	74.1%	0%
United States ⁴				70.3%	67.4%	-4%

G. Ratings of Getting Care Quickly are the percentages of members indicating satisfaction with how quickly they could get healthcare services (Table 45).

45. Members' Satisfaction with Getting Care Quickly (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare⁵ :						
BlueCHIP		71.0%	60.5%	62.0%	59.0%	-6%
UnitedHealthcare -NE		67.0%	64.0%	63.0%	63.0%	-2%
Benchmarks Rhode Island ²		69.3%	61.8%	62.3%	60.1%	-5%
United States ⁶					54.0%	---
Medicaid:						
Neighborhood Health Plan -RI		70.0%	77.8%	76.9%	71.5%	1%
UnitedHealthcare -NE		78.6%	79.3%	81.7%	76.8%	-1%
Benchmarks Rhode Island ²		75.2%	78.5%	78.7%	73.5%	-1%
United States ⁴				76.2%	72.3%	-5%

H. Ratings of Getting Needed Care are the percentages of members indicating satisfaction with their ability to effectively access healthcare services (Table 46).

46. Members' Satisfaction with Getting Needed Care (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare :						
BlueCHIP		91.0%	88.6%	89.0%	87.0%	-1%
UnitedHealthcare -NE		91.0%	91.0%	88.0%	88.0%	-1%
Benchmarks Rhode Island ²		91.0%	89.5%	88.7%	87.3%	-1%
United States ⁶					79.0%	---
Medicaid:						
Neighborhood Health Plan -RI		72.0%	75.3%	79.5%	75.5%	2%
UnitedHealthcare -NE		79.7%	80.5%	83.3%	81.7%	1%
Benchmarks Rhode Island ²		76.7%	77.6%	80.9%	77.9%	1%
United States ⁴				74.2%	72.4%	-2%

I. Ratings of How Well Doctors Communicate are the percentages of members indicating satisfaction with how their doctors communicated with them (Table 47).

47. Members' Satisfaction with Dr.s' Communication (% 'satisfied')						
	1998	1999	2000	2001	2002	CAGR
Medicare⁵ :						
BlueCHIP		80.0%	75.1%	72.0%	72.0%	-3%
UnitedHealthcare -NE		75.0%	73.0%	71.0%	74.0%	0%
Benchmarks Rhode Island ²		77.9%	74.3%	71.7%	72.5%	-2%
United States ⁶					68.0%	---
Medicaid:						
Neighborhood Health Plan -RI		88.0%	87.6%	89.2%	88.2%	0%
UnitedHealthcare -NE		88.2%	88.4%	91.4%	89.3%	0%
Benchmarks Rhode Island ²		88.1%	87.9%	90.0%	88.6%	0%
United States ⁴				84.1%	85.9%	2%

J. Satisfaction Ratings by Racial Status & Healthcare 'Use' are the 2002 statewide White and Minority satisfaction rates for different aspects of care and the satisfaction rates for 'light' and 'heavy' users of healthcare services (Table 48). Minority members are an aggregate of all racial and ethnic minority categories¹⁰ in order to get larger sample sizes. Further, all rates are presented on an aggregate, statewide basis, rather than a Plan by Plan basis, again to get larger sample sizes.

48. Satisfaction Rates by Racial Status & Healthcare 'Use' (2002)				
% 'satisfied' with:	Doctor	Special- ist	Health Care	Health Plan
Medicaid:				
White Members¹	80%	69%	78%	75%
Minority Members²	76%	87%	74%	82%
Medicaid:				
'Light' Healthcare Users³	77%	74%	77%	78%
'Heavy' Healthcare Users⁴	85%	73%	83%	78%

¹ White AND Non-Hispanic

² Hispanic AND/OR racial minority (aggregated because of small samples)

³ Members indicating 1 or fewer healthcare visits per year

⁴ Members indicating 5 or more healthcare visits per year

X: Utilization Review

Utilization Review (UR) is the process Health Plans use to determine if services to members are medically necessary. Most Health Plans will only pay for covered services if they are medically necessary.

A. Adverse Determinations

Some Health Plans require members to get authorization for covered services before they will pay for them. If a review determines the service is not medically necessary, the Health Plan (or its UR agent) will deny the request (i.e., make an adverse determination). Such reviews may be conducted prospective to, concurrent with, or retrospective to a patient's hospital stay or course of treatment (Table 49).

49. Adverse Determinations (per 1,000 UR enrollees¹)						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHIP				13.1	11.0	-16%
UnitedHealthcare -NE				15.2	5.7	-63%
Rhode Island¹				13.7	9.6	-30%
Medicaid:						
Neighborhood Health Plan -RI				3.0	2.8	-7%
UnitedHealthcare -NE				7.6	7.4	-2%
Rhode Island¹				4.7	4.6	-3%

B. Overturned Appeals

When a Health Plan determines a covered service is not medically necessary and denies payment, a member may appeal that decision according to state law.¹¹ When

such an appeal is overturned (Table 50), it means that the original decision to deny payment was reversed (i.e., the appeal was successful on the part of the member).

50. Overturned Appeals (per 1,000 UR enrollees ')						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP				3.0	11.7	290%
UnitedHealthcare -NE				0.4	0.0	-100%
Rhode Island ¹				2.2	8.5	284%
Medicaid:						
Neighborhood Health Plan -RI				0.9	0.5	-42%
UnitedHealthcare -NE				1.0	0.4	-54%
Rhode Island ¹				0.9	0.5	-46%

D. Complaints

Complaints are contacts made by an enrollee (or their representative), whereby they express dissatisfaction with the quality of the health care the enrollee received, or with any other activity related to the management of the delivery of health care (does not include adverse determinations or appeals -Table 51).

51. Complaints (per 1,000 UR enrollees ')						
	1998	1999	2000	2001	2002	CAGR
Medicare:						
BlueCHiP				n/a	30.3	---
UnitedHealthcare -NE				15.5	19.1	24%
Rhode Island ¹				15.5	27.3	76%
Medicaid:						
Neighborhood Health Plan -RI				10.7	30.7	188%
UnitedHealthcare -NE				2.0	3.5	79%
Rhode Island ¹				7.4	20.3	172%

ENDNOTES (Tables):

CAGR Compounded **Annual** Growth Rate

Blank cell indicates Plan did not have to report

n/r not reported, information was required but not reported by the Plan

n/a information was not available

¹ Aggregate (total) of all Plans' values (i.e., numerators and denominators)

² Weighted average (based on RI enrollment) of all Plans' values

³ "Best's Managed Care Reports -2002", "Best's Aggregates & Averages -2003" AM Best Co.

⁴ "Quality Compass -Medicaid Extract", National Committee for Quality Assurance (NCQA)

⁵ Medicare and Medicaid measures are calculated differently so comparisons are not possible

⁶ www.medicare.gov

⁷ UR enrollees are defined as RI resident members and others who access care in the state

ENDNOTES (Text):

¹ Includes full-service Health Plans (excludes vision & dental Plans) with 10,000+ RI members (i.e., BlueChiP (Blue Cross -Coordinated Health Partners, Medicare, UnitedHealthcare -NE (Medicare & Medicaid), Neighborhood Health Plans (Medicaid))

² "The State of the Art in Health Plan Performance Reporting", Kingsley J., Cryan B., HEALTH, Feb. '02

³ Bruce Cryan, (401) 222-5123, bruceec@doh.state.ri.us

⁴ Donna Valletta, (401) 222-6015, donnav@doh.state.ri.us

⁵ This statistic is calculated by dividing the RI Resident Member Months by 12.

⁶ HEDIS (Health Plan Employer Data and Information Set) is a set of performance measures for the managed care industry, administered by the National Committee for Quality Assurance (NCQA), Medicare HEDIS measures are administered by the Center for Medicare and Medicaid Services.

⁷ includes: four DPT or DtaP vaccinations and three OPV or IPV vaccinations and one MMR and three HIB vaccinations, and three hepatitis B vaccinations

⁸ includes: the second MMR and three hepatitis B vaccinations

⁹ CAHPS (Consumer Assessment of Health Plans) is a set of standardized surveys assessing patient satisfaction and is administered by the National Committee for Quality Assurance (NCQA).

¹⁰ includes: African American, Asian, Native Indian, Pacific Islander; and Hispanic

¹¹ RI state law provides for three levels of appeals, two are internal and the final is externally arbitrated



Health Quality Performance Measurement

RHODE ISLAND DEPARTMENT OF HEALTH

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